

Q7

Worked with the Telecommunications Department to upgrade Nortel switches and IP endpoints. I was at the time working for a authorized Nortel distributor. I was competing with Nortel direct who also happened to designed the upgrades and configurations. Since the award went to the lowest bidder it naturally went to Nortel direct. Also Nortel direct didn't answer or respond to the bid properly. They should have been disqualified. Another Nortel vendor from Texas was the next low bidder, but they didn't have presence in California.

MDSAT has no experience with the bidding process for the City of San Jose. Our products would not normally be purchased by a city entity.

1) The RFP was not presented in a very clear manner- not consistent with industry norms

2) Attempts to receive a return phone call from contracting specialists have been fruitless

Have not had an opportunity to participate in any bid.

ALWAYS A PLEASURE - VERY PROFESSIONAL TREATMENT FROM ALL STAFF MEMBERS

We were told that the contract would be divided with the top two bidders. We the award was announced our company was second but City changed their mind about the divid. We scored higher than the other company except cost. Reviewing the first place award proposal and our own the short fall on our part was that we stuck to the request for number of hours. The first place company did not so they showed a lower figure. Either the City missed this or the City will hold them to the contract and the first place company will be cutting corners to come out ahead. I am concerned about this compromise on both sides and the fact that the City didn't uphold their decision to share the bid.

We appreciated very much that the City looked throughout the county for service providers and appreciated the opportunity. The only issue we had is the second RFP never made it to us and we didn't have the chance to renew our contract- these should be sent certified to ensure that all qualified participants receive the RFP documentation.

n/a

I had a great experience- profession, clear, and straight forward process.

We have not been advised when there have been bids open with the City of San Jose. What do we need to do to get on the list?

By the time the project was to bid, the pads for the specific dimensions of one modular building supplier were already poured. Thus, unless another modular company has the same exact dimensions for their modular design, it is not possible for another company to competitively bid. So, unless I was already in bed with the end user before the bid was written, I cannot meet the bid.

Great city and great employees

We have not pursued a project(in Parsons Building Division Sector) to date but Parsons is very interested in performing work for the City of San Jose.

I have not received any RFQ, RFP or any other solicitations from the city.

HAVE NOT SOLD TO THE CITY- have with DGS (State Prisons) federal, and School Districts. do lot of contracts in TX as am certified WBE, DBE. sell food and small hardware, i.e. machine screws, etc

Needs to be more user friendly. i currently do not have a contact person.

get rid of RFP depot

Bids are too involved. Follow up would be appreciated, such as "thanks for submitting but you weren't elected." Possibly even a few comments as to why not selected

I Called over and over with little or no response. A waste of time it appears the City has all the suppliers it needs.

very difficult, no call backs, no help in helping small businesses without the inside connections of knowing the procurement officers, its very frustrating and i will give up my business because it is too difficult to find help with the city of san jose, no one wants to help a small business and I am a gren business and still no one helps me with pointing me in the right direction for assistance

We believe the City should consider the amount of work that is required for specific bids and allot sufficient time for that work to be done completely.

The Mineta Airport should have been a public opening

We were awarded a contract, however, after a decision by the City's redevelopment agency, the contract/process was cancelled. This was a total waste of our resources and we were left without a project because the City could not decide on the project prior to issuing a request for proposal.

go paperless to improve processing time, reduce overhead and the need for storage space, and it will be in alignment with the mayor's green vision.

We were awarded a contract, however, after a decision by the City's redevelopment agency, the contract/process was cancelled. This was a total waste of our resources and we were left without a project because the City could not decide on the project prior to issuing a request for proposal.

I have never felt like we had a legitimate shot at winning the business. The RFP depot process is unfamiliar to us. It would be nice to get more feedback on why we did not win the business.

I have never recieved bid notification except this one.

I have received opportunities, but they have not suited our capabilities. Unfortunately we have the Free pre-view and have not gotten a membership as we are waiting to see if it warrants the purchase.

Consider alternative contracts such as Western States Contracting Alliance WSCA.

Buyers should have a better understanding of the product which they are requesting a bid on and the local suppliers of such product

New subscriber

Terms of payment are only favorable to the City. Net 60 upon completion only should be changed to Net 30 and the City should be willing to pay for material upon delivery (not 60 days after they get the material)
Our company provides asset recovery and recycling services for various forms of universal waste and e-waste. We have had a long and excellent working relationship with the City Staff and look forward to expanding that relationship as the City grows it's recycling program. We generally work as a sub-contractor, but have participated as a Prime on maintenance work.
I have never received any RFP's from the City. San Jose has a reputation for quality documents. Noticed on several projects that "distributors" of the products which RFP was issued for would not allow local vendors to bid on the contract. Unfair, and should be illegal. We generally work as a sub-contractor, but have participated as a Prime on maintenance work.
More effort should be made to GIVE A CHANCE TO NEW/EMERGING MINORITY WOMAN OWNED SMALL BUSINESSES located in San Jose.
My experience was that a brand name product was specified in the bid. Substitutes were allowed but only to the exact specification and the City would NOT consider a better performing product although contractor offered it at a lower bid. I recommend a review process in those circumstances, instead of procurement personnel comparing exact verbage to declare of a product meets the City's standards.
Better response time, easier deadlines, and more knowledgeable people writing the specs. HAvE not done any business yet but hope to do so!
I have participated in Police equipment and body armor contracts, These need to be more discriptive and detailed to ensure the city is getting what then want and need. I have won and then seen the item re bid and awarded to another vendor. It is extremely disconcerting when the city does business with companies that are more than 100 to 200 miles away. We put a lot of effort, time and money in supporting the staff at various departments. There needs to be a more equatable way to do business with those that supply your staff with assistance in solving various problems. I have contacted many people searching for information on how to do business with the City of San Jose with no help at all I'm confident that San Jose is buying equipment like what I sell, but I never seem to be informed. I get emails, but they are all for big dollar street improvements and the like. The new bidding process (RFP Depot?) is cumbersome and not a realistic way to quote commodities such as copper tube/fittings. With this system you are paying too much because your vendors have to protect themselves against price increases that might happen in the two months it takes to award for a given project. Look at more than price, example: longterm relationship, customer service, response time all the normal reasons to do business with a company not just based on price.
none
purchaser didnt know the correct method of requesting for quotes. Award went to an out of town company. Im sure that they will make their money on change orders. We are still trying to hopefully, one day, do business with the City of San Jose. I can only speak of as far as the proposal stage is concerned. We appreciated the fact that the City actually sends bidders actual results of the bidding process. The City of San Jose is one of the few that actually provides evaluation results which is something very useful for us to identify where we went wrong and better ourself next time.
Can contract process be streamlined? It seems to take a long time to actually secure a contract.
I have no records of doing business for the city of San Jose
The process is very direct and efficient in delaing with San Jose. no
purchaser didnt know the correct method of requesting for quotes. Award went to an out of town company. Im sure that they will make their money on change orders.
N/A We are in the process of our first RFP and it has not been awarded yet. even when we won the bid to the repairs of doors at the airport the workers went and classified things for capital improvment then they did not invite us to bid on the project.□ why? a few things come to my mind \$\$\$\$ or freindship or comfort. I dont know and you cant fight city hall. Ok
The RFP for Employee Benefit Consultant was very complete, the finalist meetings very fair in approach. The clarification process was a straightforward and earnest one asing questions to really understand various aspects of the bid. I havent yet

MONAHAN PAPER CO. HAS NOT DONE BUSINESS WITH THE CITY FOR QUITE SOMETIME BUT THE EXPERIENCE WAS FINE
It's been over 5 years since we did business with the City prior to being awarded this contract which is in process, so not much recent experience except for the bidding processes, which were fine.
Need to improve the chance for new businesses to have an opportunity to get on vendors lists without having to wait for the annual sign up. A business that opens its doors after a pre-qualified period has taken place, should be allowed to submit the paperwork when the business opens.
The link between the requesting party & the purchase department was very weak to say the least
Take into consideration alternate parts when u say 'Or Equivalent'. Every time we tried to bid an equiv. part we were basically given requirements that could not be met - therefore the bid was deemed sole source parts.
None.
no experience, as of yet
No current experience
Golden West Industries was never asked to bid for the city of San Jose.
Usually pretty straightforward; for environmental services other than Planning Dept. requirements are often not well understood by city department - often leads to confusion on exactly what is required. □
BidSync - sometimes cumbersome to use.
I have bid on various landscape architecture, trails and environmental services proposals. You have almost always awarded the jobs to Callander Associates. That is an unfair business practice. How many jobs were awarded to them in the last three years?
Answer questions as soon as possible. Don't wait two -three days to answer a question.
Have not done much business with the city of San Jose.
NEWCAL Industries is very pleased with our relationship.
Answer questions as soon as possible. Don't wait two -three days to answer a question.
None
It's clear that the City Manager's office has a list of "preferred" vendors. For example, by the time I learned about the latest RFP that we would be interested in, it had already been awarded; not only that, but it was awarded as a multi-year contract. Our organization has a markedly superior track record, in the Silicon Valley and in San Jose, than the organization that was awarded the contract.
The bids in which we've participated were for professional services, yet they were based on unit rates for unspecified, incorrectly specified or ambiguously specified services. We do not provide "commodity" services. The electronic bidding process does not allow for qualitative or descriptive responses. The contracts were awarded to a firm that does not compete on a level playing field with firms such as ours.
We are a new vendor. City staff has been very helpful.
Bidsync is a roadblock to us because we will not pay money to some service to help our customers. Long time relationships based on trust and confidence that we can do the work at reasonable cost is why we keep getting called to help with pumps or service or engineering.
N.A.
When providing product specification, it would be great to always allow vendors to propose reasonable or like replacement products. Some times it restricts or eliminates a large audience, when certain products are sole sourced or distributed in a specific region. The more generic requirements, the more response one will receive from bid pool.
Well the problem is we do the bid and win it but are not getting much business from the City of San Jose. If we do get business we honor the pricing but they ask for a lower price.
Recommend being more open minded to using companies with less experience working with the City of San Jose.
Too many middle-people. Experts who were involved and who would ultimately receive the services provided were not enough part of the bidding process. Although the city employees were wonderful, they repeatedly had their hands tied and could not simply get the experts involved. Issues of insurance values were particularly problematic. Right hand not talking to the left hand...
More time to complete bid paperwork.. very onerous process keeps me from bidding more frequently.
Process went smoothly.
None I have never bid on anything with the city
The people at the airport and associated with the VTA were excellent to work with.
There are too many people to track down and speak to. There is no single point of contact when doing business with the city during the bid process. My business is not clearly understood by many people and the service provided don't fit into the current purchase schedule. The services I provide need to fit into the purchasing process.
In most cases, we are very satisfied with the city employees who we work with. Some times we are required to work with buyers who are not industry specific. They lack the expertise to provide the best solution for the city. They only "shop" by part number.

<p>Note: these responses & those above apply only to bids for the San Jose School District, so, my apologies if this is not the proper survey for those projects. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>I remember the bid process being penal to us. In one instance, a \$15,000 cash deposit was required just to place a bid. These projects are much more labor intensive than any other that we do & the profit margins are substantially less. If there is a hoop that can be jumped through, you can bet it will be in a SJUSD project manual. You have driven us away. In fact, the gulf between a reasonable contract & what I have seen from you is so great that even substantial improvement would not be enough to justify our taking part. <input type="checkbox"/></p>
<p>We used to provide refurbished cubicles for many of your fire stations, none of these went through a formal bid and for the most part I believe both we and the Asst. Fire Chief we dealt with were satisfied w/the outcomes. Pretty much every formal bid for office furniture we've seen since then has had very rigid specifications around product brands we've seldom heard of. Upon inquiry to purchasing re: potential substitutions we were quickly rebuffed. We got involved at the beginning of the new city hall project, but again the specs were written very tightly around brands we don't sell, so we didn't want to waste our time. Not sure if the taxpayer's best interests were served. Fankly, dealing with the city has proven to be more hassle than it's worth. This is too bad given that we are a State Certified small business operating out of a SJ Enterprise Zone!</p>
<p>No problems, bid was written clear - easy to complete. when I hand delivered the Bid the staff was helpful.</p>
<p>The City requested a very elaborate bid package that took many hours / days to put together. As of today 10/06/08 - 5 months later - STILL NO RESPONSE FROM THE CITY - WHAT A WASTE OF TIME, PAPER AND EFFORT. The city's response to our proposal is still under review and every time I call to follow up, the purchasing agent has no clue on what the status is on all participants that sent a detailed proposal. IS THE CITY REALLY SERIOUS ABOUT THEIR REQUESTS? or is it just for show.</p>
<p>The bid process documentation is so complex and so cumbersome, and the bidding windows are so small, I don't feel comfortable giving a bid. I hesitate to bid because the information I am looking for in the documentation is not readily available. Sometimes there is too much documentation to consult that you get lost and don't really know what the requirements are.</p>
<p>I have yet to do any business with the City of San Jose, but I have over 30 years of experience working with other cities in the Bay Area. We have web and sheeffed presses in-house as well as bindery and mailing departments to make your printing project a one-stop shop experience. We would love to welcome the City of San Jose to work with the staff here at FolgerGraphics.</p>
<p>Communication in a timely manner</p>
<p>N/A</p>
<p>Requirements are to burdensome. Reduce the requirements to make it less costly to comply with all the city regulations.</p>
<p>we never receive notices</p>
<p>None</p>
<p>they were responsive and informative</p>
<p>As a potential subconsultant, was informed that City prefers local firms. Note that our firm is within 400 miles of San Jose and located in So. Calif.</p>
<p>Recommend to open process to other than local.</p>
<p>Good experience overall. Would like to see more assistance for small minority owned business and more liberal qualification.</p>
<p>Suggest using same brand/part/style numbers that all vendors bid on so that the City of San Jose realizes best value. Many times vendor offer like item that may not be the best value desired.</p>
<p>I like the process in that the City takes into consideration factors other than low bid, I think some of those factors are subjective and give the city too much authority to pick the bidder they want rather than the best candidate. Specifically the executive summary. Each contractor may spend dozens of man hours preparing the bid document only to find they misread one line and were disqualified. I think in certain inspector's zeal to provide an encompassing bid documents they make everyone's task far more difficult than it needs to be. Local trusted vendors should be the only ones allowed to bid and the specifications should be more generalize</p>
<p>I have just registered and have no valuable insights at this time.</p>
<p>Both times that I've participated in the City's bid process, were positive. As a CA Cert. Small Business, and status pending Cert. Woman Owned Business, we welcome any and all opportunities to provide you with our air filtrations products and services. Thank you, Gary Garcia Air Filter Supply.</p>
<p>Very different from typical commercial and military contracting, but definitely worthwhile. The RFP Depot system needs to filter the RFQ's better. We get a lot of spurious RFQ notices not appropriate for our business. A professional City of San Jose buyer needs to be more involved in directing RFQ traffic to qualified and appropriate vendors.</p>
<p>I didn't get a response to my bid, whether it was accepted or not.</p>
<p>C H Bull Co is a full line Industrial Construction Distributor who has been in business since 1930. <input type="checkbox"/></p>
<p>We have seen very little in the way of business from the City of San Jose from PW, General Services, Purchasing Etc. <input type="checkbox"/></p>
<p>We have filled out questionnaires, left catalogs with the correct departments and still there has been very requests for purchase and even less in Purchase orders compared to years ago when we were doing a lot of business with Purchasing and General Services/PW. <input type="checkbox"/></p>
<p>I would like to know what we are doing wrong. <input type="checkbox"/></p>
<p>Sincerely <input type="checkbox"/></p>
<p>John Bruzus <input type="checkbox"/></p>
<p>Territory Mgr <input type="checkbox"/></p>
<p>415-716-1973 Cell <input type="checkbox"/></p>
<p>650-837-8400 Main Office <input type="checkbox"/></p>
<p>Jbruzus@chbullco.com</p>
<p>sometimes it didn't seem the purchasing dept. was on the same page as the agency who oversaw the job</p>
<p>It has been a few years since the last RFP for financial advisory services, that I am aware of.</p>
<p>We have not yet participated in any bids. This is the first notification that we have received regarding the bidding process and we would very much like to participate in bids that are relevant to our product line.</p>
<p>good</p>

We have not had the opportunity to do business with the City of San Jose, yet.
New process and trying to work through the process.
The city chose a small so. cal firm to perform the work, local certified firms lost out.
N/A
I am vendor who regularly does business with the city. On both bids in which I had participated, I had been working with the person responsible with determining what to buy. In a sense, I had helped them develop the specification while working in good faith to provide value added service. <input type="checkbox"/>
If a project is to go out to bid, it should be flagged early on in the process by however the city makes that determination. The city should contract a consultant. <input type="checkbox"/>
Also, I have found answers to the questions I have posed as vague and ambiguous.
Just submitted our first bid which closes in a day or two. We are too new to give an accurate evaluation.
I have not been sent any bids from the Crime Lab despite being a qualified vendor.
the system works fine.
My experiences have been good. I think it to bid out their construction equipment rental small and large for all departments on more regular basis I'm pretty confident this will save the city a pretty significant amount of money
The City of San Jose needs to improve the way it handles purchasing services in its auto and truck fleet operations. Dings Plus provides mobile windshield chip repair to automotive and truck fleets in the San Jose area. In the past, Dings Plus has tried multiple times to do business with the City of San Jose's auto and truck fleet maintenance division only to be told they replace windshields instead of repairing them? As a resident and business owner in the City of San Jose, I find it frustrating to hear that the auto and truck fleet maintenance division would rather waste precious taxpayer dollars replacing windshields, which are not recycled, and added into our area landfills. Instead of repairing them, which saves lots of taxpayer dollars and is eco friendly.
Purchasing people are courteous and responsive. End user (Fire Dept.), sometimes complains about amount of time it takes for requisitions to be processed into bids and then orders.
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The City's bid for wireless service was to be awarded to the carrier that offered coverage in the new City Hall. The contract was awarded to Nextel and to date they still do not have coverage in City Hall
The City seems biased to 1 or 2 large landscape architecture firm, that appears to be awarded over 90% of the work. It seems strange that we are able to compete very successfully against this firm in other locations around the bay, but not in SJ. There must be some connection between city staff and the firm, old college friends, former business partners, etc. We give up, it is not worth our effort as a small business to pursue work with the city under such circumstances. They may be a good firm and do good work, but until you try another firm, you will never know what you are passing up
Be more specific with details regarding contracts <input type="checkbox"/>
<input type="checkbox"/>
We have two environmentally friendly, educational, interactive shows for children under 8 years of age <input type="checkbox"/>
We meet several of the DRDP measures required by the state. <input type="checkbox"/>
<input type="checkbox"/>
www.sandilandstevie.com <input type="checkbox"/>
when ever you have a need for great children's entertainment we are the ones who would like to bid <input type="checkbox"/>
so far we have performed in all the San Jose Libraries but not through the city, but through the library system
Most projects were too large for my company to bid on. Would like to know about smaller projects in the future
Too many perimeters of too many facets of the Bid.
I have enjoyed participating in the process however the cities local business ordinance is frustrating. it would be nice to be able to qualify as a small business without being local.
poor
There has been a shift from previous methods for RFP - HNVF has done a good job providing provider partnering and sunshine transparency <input type="checkbox"/>
BEST is not as much a process of partnering <input type="checkbox"/>
CDBG has a long way to go to get to partnering and sunshine
The RFP we responded to was written pretty vaguely. The legal information was clear, but the actual scope of work was confusing and we needed to ask several questions to understand. Other respondents asked questions as well and some of them were nearly the same as ours. When I posted my questions, I did so within the timeframe specified by the RFP. But the City took an excessive amount of time to post everyone's Q&A and by the time that was done, bidders only had about a week to produce their proposal and attachments. We had lost about 2 weeks waiting for the Q&A to be posted and because the scope of work was so confusing, we couldn't really start writing our response without answers to those questions.
the City was not easy to work with and having to sign on to bid depot was not a good experience and now we get emails from them on a daily basis try to see us their other services. We did not feel that the RFP was fairly evaluated. It was a very unsatisfactory process.
I dont know why you sent this to me. I do not recall seeing an RFP
We have not actually had the chance to do business with the city. We did not get notification that bids were out that we qualified for until after the fact.
The Purchasing Dept. is very professional and fair in their assessment of bids.
We have found doing business with the City enjoyable and very professional. We like doing business with the City of San Jose
More specific product specs for better bid comparison.

We supply San Jose Water works with parts for their sand blasters.
none
I did work many years ago it is now impossible to get to bid
Ability to be debriefed / informed as to why not chosen. This knowledge would help smaller firms without large marketing departments to compete with larger firms.
n/a
LSA was awarded a Master Services Agreement for environmental services with the San Jose Parks, Recreation and Neighborhood Services 2004-2008. In the Q&A portion there were times when the answers to questions were too vague and not helpful.
specs were not fully understood by soliciting agency
The bid instructions are not clear. There should be some set aside for small minority businesses.
Green alternative practices to chemical weed control, have not entered the requestors or purchasing paradigm for greening the city.
Have won several city and county bids, but have never bid for the City of San Jose.
Limit the number of vendors and don't base your decision on price, but value presales support to post sales support.
OK
If I had any questions, I was able to contact the buyer. <input type="checkbox"/>
Their help was great!
The HNVF program of the PRNS dept. has gotten so convoluted as the city strives to add more layers of bureaucracy with reporting results while giving us less money. Our admin costs have gotten much higher and the city doesn't pay for them.
Good. Except there was an issue with payment. But that was finally resolved.
For one of our projects with the City, it took a very long time to get change orders processed and invoices paid. I recommend streamlining this process if at all possible.
I have never participated as it seems so complicated... <input type="checkbox"/>
<input type="checkbox"/>
Simple send out what is needed, what are you looking for, references, price point looking for, etc.
Because we are based in Oakland, the City's inflated local participation points preclude us from proposing in San Jose.
It was a breeze
Questions ask 2007, but I am responding in regards to 2008.
It is difficult to find information on BidSync and the log-on process is cumbersome. Also, BidSync require "Cookies" to be put on your system, or they do not allow you to access the bid information. Why does BidSync need to place cookies on the City's information? I normally log-out and do not take the risk of cookies tracking my use of the web. BidSync is overstepping.
Excellent
There seems to be some inconsistency with the knowledge of the reviewing citizen panels
NO EXPERIENCE WITH CITY
Straight forward bid process.
Some staff in housing dept very communicative, others, not so much
We participated in a bid in 2008, had a great experience and we were awarded a contract.
VERY COMPLICATED JOB <input type="checkbox"/>
VENDOR MAY HAVE BEEN ALREADY SELECTED <input type="checkbox"/>
MAY HAVE BEEN BEYOND THE SCOP OF BID
I would like to see multiple site meetings that give the contractor the ability to attend the mandatory meetings, one mandatory meeting does not give the contractor time to attend therefore they are not able to bid on projects.
Contract documents should undergo more critical analysis for description and clarity of the work prior to advertisement for bid; responses to pre-bid RFI's should better define the work rather than defer claims/disputes; and, most importantly, take the partnering ideology SERIOUSLY whereby BOTH parties BENEFIT from a close working relationship.
Pleasant and simple. With any questions answered in a timely manner
Better follow up and response
I have not received any notification of request for bids over the last few years.
It was OK
Please simplify bidding and report forms.
I sell trailers and sometimes the bids are not accurate, but I was able to work with Dan Sunsari and smooth out the problems and get the people who were going to use the product involved in the process so we can build the most useful product for City of San Jose employees to use.
Standard RFP /RFQ forms should be expanded.

First time was fine...appeared to be fair. The second time through, we were not treated fairly. There was last minute notification, the afternoon before going to the City Council (for contract approval) that we were 2nd place...fine, but we were also \$60,000 less expensive for a \$100,000 contract...this was just prior to all the foolishness with the City Hall Cisco stuff and the furniture deal were some people got in trouble. To top it off, there is suppose to be consideration given for San Jose based companies...there was never any mention or detail associated with this policy. This last time through we have been waiting since April for notification...I don't think that is reasonable.

It has been good

Learning to understand the chain of command and decision making process was not clear at first.

None

The process was turned over to RFP depot, who did not notify us of changes. ☐

The RFP did not have transparency - there was no feedback of the evaluation to us. In our last 10 responses for the same work to other cities, we have always qualified in the top 3, so we are qualified. ☐

There was departmental turnover and we were not notified of any delays. The bidding process is a 2-way street and we were not given the courtesy of being kept informed.

It's always "low bid" and never "best value". They should consider "best value" (under FAR.2) to get what they want.

I have received regular emails announcing City bidding opportunities, but so far, none of the RFPs/RFQs have been related to my field (transportation planning/policy/funding).

Better communication on up and coming bids

Bidsync is great!

It would be good to be able to submit documents regularly submitted as part of the RFP process like Tax Exempt letter, audits, etc.

Information absent from the bid negative us and others from being awarded. Nothing we did...!

Professional and well organized.

As a long time vendor of CSJ, our experience has been mostly positive, professionally sound, and a continued growth pattern.

Good

excellent

I have dealt with Melody Wang and Ken Rock. Both of them have been very responsive to any questions I had. They truly are great people and communicate well.

Responses (vis addenda) for additional information were often unhelpful - they referred you back to the section of the RFP or contract documents that were unclear to begin with - many questions would not be asked if we knew what the City meant in the docs.

very good experience they are very supportive mostly the buyer the help with all your question.

Response Envelope has not bid in past.

The only thing I can add is this:☐

1. Sometimes money is the only issue the City understands, but is not the only issue it should be looking at. ☐

2. What I mean by this is some one will be awarded a contract based on the fact that there bid is the winning bid at lets' say \$100.00 but the actual cost of to the city is \$200 because once the company receives the bid they charge the city for other things related but not directly in the bid I.E. -- Purchased the item for \$100.00 and the shipping charges are \$100.00 which brings the total to \$200.00 dollars - but the company still wins the bid. -- of which the true price is \$125.00 plus Shipping \$50.00 == the city pays \$25.00 over the true cost of item -- but that seems OK because they only paid \$100.00 for what went out for bid.

Good

My experience working with the City has been excellent. My consultants have been very appreciative of the work, and I have been very thankful for being awarded the contract.

Limited

Everything went well

I did business with the city while with another company. To require "responses must be on both sides of the paper, on recycled paper" etc. is unreasonable from those of us who must do proposals ourselves without company help for small contracts.

CTE has enjoyed our working with and for the City of San Jose.

I haven't had the opportunity yet.

I have seen them award contracts from bids to out of state companies where the items needed were needed right away on a daily basis and those out of state suppliers could not perform to the real needs of the City of San Jose.

It would be beneficial if businesses could register their service or product offering and have applicable bid notifications automatically e-mailed to them.

Good. Sometimes a better description of services needed would help.

stick to the count and requirement in the item description. I followed description and count to a T the winning bidder didn't. Winning bidder has been doing business with the city for years which I feel gave them an insite on item(s) A level playing field would have been nice!

I would like to bid more, although I am trying to get in

Purchasers need to familiarize themselves with the industry that they are purchasing in. This will help the bidding process and the city save money by ordering more efficiently.
Cut down on the formality of the bids
Purchasing agent needs to consider all aspects of bid. We lost a bid because they forgot to allow the SBE discount to our bid.
Working with the City was fine. The online bidding is confusing and complicated.
we have not done work for the city, but we do alot of work with the federal government (GPO).
I find the Bid Sync process a bit confusing--other bids from other cities/counties come through that we don't have access to, and you have to pay for those. Also we are working for the City as a subcontractor on another contract, and somehow never saw the original bid.
Cosistantly a pleasant experience
Being paid on a timely manner -
Being paid on a timely manner -
We are a simple software and services company with a lot to offer. However, there are never clear enough requirements from the city and certainly never with a proper lead time.
None
Bid last year on the Meals On Wheels RFP. Process seemed to go in a very organized manner. We normally do State, Federal and County bids for Prisons and they're all very similar.
none item 5-6-7
They don't like to do business with San Jose companies, unless they are large. Or have freinds or family working for the city. Set up a bid list for small companies. Have a city list of pre-qualifies companies with a log of how many jobs awarded and a dollar value for each one. With a rating code for each for over all performance.
I don't believe we have done business with the City of San Jose. I don't believe we have submitted any actual bids on City of San Jose projects. But I receive invitations to bid on San Jose projects, and the preliminary information I receive in this step is always very thorough.
12
The BidSync system doesn't seem to be reliable in sending notification of available bids. There is one currently out that is a perfect fit for us, yet we had to be told about it from a colleague. I get other notifications from BidSync, but all of them are access by subscription only. I remember seeing one or two San Jose bids, which are supposed to be available without paying any fees, come through the notification system, but not this one.
It would be nice to have small business preference if the vendor is a small business with the State fo CA.
Agent waited 5 days after awarding the contract to tell our company. Says he wanted to make us sweat. Not funny
As a manufacturers Representative I have not been able to register to receive bid notifications. The registration forms <input type="checkbox"/> typically are designed for actual suppliers and not Representatives. I represent over twenty manufacturers and suppliers which rely on my company for business opportunities.
We have bid on some smaller networking gear, the process was fine.
We have bid on some smaller networking gear, the process was fine.
We will be looking for opportunities
The city should give other companies also chance to work with them. Mostly the award goes to same companies. We are small-mid size company since 1998 and we tried several times and we match perfectly with the requirement also but never got awarded. So, city should give consideration to other companies also.
overwhelming, but worth the try.
Great
Currently have yet to do business with the city.
Experience with the library system has been positive
For not knowing what to do no training it was fairly easy and everyone I talked to were very helpfull to me. and everyone returned phone call promptly. I want to thank everyone
I submitted a bid for the recreation guide, but I was not given a tabulation of the bid. I sort of recall calling and leaving a message about it, but I did not get a call back. Also, I would think that there is a lot more printing projects within the City, but the notification process for these opportunities seemed to be lacking. You might also consider location and being a green printer over price.
Not a progressive or fair

Fair, Did return samples that were requested.
A small business trying to do business with the City of San Jose is a absolute nightmare. While on the surface the rules may seem fair, they are not. The people in place representing the City, are very much tilted towards large businesses. We little guys don't stand a chance. The system is very broken.
The RFP was very poorly written and unclear. Also, there were so many amendments and they were not communicated as they happened. Very difficult for a smaller company like us to be competitive.
Difficult to find out about bids
Very exacting with how they wanted numerous hard copies of bids. We would prefer bidding electronically.
Very enjoyable. Very knowledgeable staff.
The city often puts geographic limitations on where materials can be manufactured. While the contract benefits us locally, we can utilize our southern california and other plants to provide substantial savings (15%-40%) on the cost of goods if we had the freedom to place items in the facilities with the most appropriate capabilities.
always helpful
No contact after bid.
I thought the process was to be open and fair. Its a problem just to find out what is out to bid. The bid "list" should be on the front page of your website and easily accessible. You should be able to access that scope of the bid without having to "log on", meaning, a "quick look" on what is out bid.
None
<input type="checkbox"/> If you really want to know what's wrong with your process, I'll tell you. I've been doing RFPs for a long time, and I have to say that the City of San Jose has to be one of the most tainted purchasing branches I've ever encountered. I am thoroughly disgusted by the politicking, favoritism, blatant reverse discrimination and corporate simpering that I have personally witnessed at your City Hall. And forget "objectivism" in your contract writing and selection; your people cater to companies made up of their friends and family members when writing their proposals. And using a third-party bid company - whom you must pay to access certain bid information - is economically discriminatory. True small, disadvantaged businesses can not afford to keep paying out to receive RFP information, especially when their chances of actually being awarded anything is nil. <input type="checkbox"/>
<input type="checkbox"/> Face it -- you run a dog and pony show, San Jose. Fix these problems or stop referring to yourself as "caring" and "fair" all together. No one likes a liar. <input type="checkbox"/>
I have no experience
Although we have not had the opportunity to work for the City of San Jose at present, we look forward to future opportunities to serve the needs of your City and Communities.
Haven't received bid information for commercial janitorial or custodial services for the city. We are registered with PlanetBids, but haven't received anything until lately - the Spartun Stadium bid.
N/A
Pleasureable
Would like to, can't even figure out the process.
I had registered with the city to receive info on bids.
Imagine my disappointment when I found out the contract I was interested in had been awarded without notification of its bidding by the city.
I missed an opportunity to pursue a 250K contract with the city because you failed to follow through
It's been a very pleasant and cooperative experience all along.
Unable to receive any information regarding the bids. Always referred to bidsync and that is it.
We are looking forward to doing business with the City
More help to process bid, especially if you don't know what you are doing.
Extremely demanding and difficult bidding process. Not like any other bid we have ever had to submit in our 45 years in the landscape business.

Our experience has been excellent and Matthew Weber has been the major reason for this. Also all of the site managers at the VOR, Alum Rock Park and the Water Pollution Control Plant have been great. The taff has been prompt, kind and has given very good feedback to us on ways to improve our services to the city.
A tremendous amount of paperwork, insurance forms, etc. that adds about 15% to the cost of doing business with the city/county. These costs are passed along in all bids, which could be much cheaper if it didnt take 2 hours to do paperwork justifying 2 hours of actual work product.
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Process is awkward, appeared that the selection was virtually made before the RFP was issued.
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Working with the city is fine, everyone was responsive
travel to participate in person. Green Proposals the facilitation of such meetings free of any charge to Public entities. Vendors very willingly pay a nominal fee (\$265) per webinar. This has been proven to be a very effective tool for many more vendors to participate in the RFP process. In the event there is a vendor who wants to participate but chooses not to pay the fee they can participate as well. Participate for both buyers and vendors is much more efficient and effective. Green Proposals manages the entire process on your behalf from beginning to end. Not only do we help you to get the word out into the community but we send out invites and reminders electronically and the RSVP process generates an electronic sign in sheet that is distributed to all participants to encourage MBE/WBE partnerships. We encourage powerpoint presentations and can provide templates but if teleconferencing is more appropriate Green Proposals can manage that as well. As a CA state certified woman owned small business we understand the challenges faced each day ! Challenging to get registered to do business in San Jose. Never received any bid notices.
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Just starting to bid
Never have; want to do business with City
in process now, low bid can't meet required wage base, so we'll see how it goes.
The bid information is a bit lengthy and very confusing, is there a way the information be reduced to at least 2- pages if possible. Also where can a starter like me receive some information on how the bid process work?
The bidding process for professional services is handled as though you were ordering case lots of individually packaged widgets. It's absurd! Start seeking submittals of qualifications, develop a pool of pre-qualified, and comparably qualified professional firms. Stop acting like everyone with an internet connection is comparably qualified.
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No experience yet
None yet...
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Streamline communication, allow for suggestions from vendors on the structure of a contract, evaluate companies based on value added to the program. Too often it is about price. For instance, our company offers a service and several additional services at no charge. This could alleviate several additional contract processes and thus, save more money.
Ok, lot of red tape, but that was expected.
NOT VERY HELPFUL, NO ONE EVER HAS INFORMATION, NEW TO THE PROGRAM, WE PAY OUR TAXES ALSO AND WE ARE A CALIFORNIA CORP.
NOT VERY HELPFUL, NO ONE EVER HAS INFORMATION, NEW TO THE PROGRAM, WE PAY OUR TAXES ALSO AND WE ARE A CALIFORNIA CORP.
Easier access to specs and announcements
Too many companies from out of the State of CA bid. The City only wants box price bids and no local service. Too low margin and it's no longer worth the effort to participate.